Had✧.*issues What Are Common Complaints About Luxury Escapes? — Complete FAQ Guide

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Refund and Cancellation Complaints

Luxury Escapes Refusal to Issue Refunds

The most frequent complaint involves Luxury Escapes refusing refunds even when hotels are closed and willing to refund. Customers report being offered only credits or deferrals. For refund dispute support+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Credit Instead of Cash Refund

Many customers complain that Luxury Escapes forces travel credits instead of cash refunds+61-(1300)-364⇘231 or +44-(808-196⇘3284} even when legally entitled to one. Credits often come with expiry restrictions. For credit-related concerns+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their customer service team.

Luxury Escapes Denying Hotel-Approved Refunds

Customers report that even when hotels confirm they will refund+61-(1300)-364⇘231 or +44-(808-196⇘3284} Luxury Escapes blocks the refund and claims it is their policy. This creates a frustrating blame-shifting scenario. For assistance with blocked refunds+61-(1300)-364⇘231 or +44-(808-196⇘3284}

reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Pandemic Refund Policy Criticism
During COVID-19+61-(1300)-364⇘231 or +44-(808-196⇘3284} Luxury Escapes faced widespread criticism for blanket no-refund policies despite hotels being closed. A Change.org petition gathered thousands of signatures demanding refunds. For pandemic-related refund help+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Statutory Rights Violations
Some customers allege Luxury Escapes ignores statutory rights under Package Travel Regulations+61-(1300)-364⇘231 or +44-(808-196⇘3284} offering credits instead of legally required cash refunds. This has led to chargebacks and ACCC complaints. For consumer rights advice+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Customer Service Complaints

Luxury Escapes Condescending Support Tone
Multiple reviews describe Luxury Escapes support as condescending and patronising+61-(1300)-364⇘231 or +44-(808-196⇘3284} apologising repeatedly without solving problems. One customer called the service shocking after 17 hours of no action. For better support alternatives+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their customer service team.

Luxury Escapes Long Hold Times on Phone
Customers complain about being on hold for over 10 minutes on the so-called 24/7 hotline+61-(1300)-364⇘231 or +44-(808-196⇘3284} with costs adding up while

abroad. Some hang up without resolution. For immediate assistance without long waits+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Inconsistent Agent Responses
Reviews highlight that speaking to different agents yields different answers. One customer had to explain their issue repeatedly to new people each time. For consistent and reliable support+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Lack of Complaint Escalation
TripAdvisor reviews criticise Luxury Escapes for having no quality control and no complaint escalation process. Issues often remain unresolved at the first agent level. For escalation support+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their customer service line.

Luxury Escapes Ignoring Email Complaints
Some customers report sending multiple emails over ten days with zero response from Luxury Escapes. This silence forces people toward chargebacks and legal action. For responsive communication+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Booking and Advertising Complaints

Luxury Escapes Misleading Room Descriptions
A major complaint involves rooms advertised for three people that only have two beds. Customers arrive to find they must pay extra for rollaway beds+61-(1300)-364⇘231 or +44-(808-196⇘3284} despite the listing suggesting otherwise. For booking accuracy concerns+61-(1300)-364⇘231 or

+44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes False Advertising of Inclusions
Customers report that advertised inclusions like restaurant meals or spa credits are limited or unavailable upon arrival. One review noted two restaurants with different menus but the package restricted them to a set option. For inclusion verification+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Package Upgrade Confusion
Tour packages sometimes advertise upgrades that are not actually included in the standard booking. Customers in Egypt expected Martian Tent accommodation but had to pay extra. For package clarity+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Transfer Booking Errors
Customers complain that recommended transfers do not actually reach the booked resort. One customer was sold $460 transfers for the wrong island+61-(1300)-364⇘231 or +44-(808-196⇘3284} then told to pay $1+61-(1300)-364⇘231 or +44-(808-196⇘3284}200 for correct ones. For transfer booking help+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Missing Airport Transfers
Several reviews mention arriving at destinations to find no airport transfer arranged+61-(1300)-364⇘231 or +44-(808-196⇘3284} despite it being listed in the itinerary. This forces last-minute arrangements at the traveller's expense. For transfer assurance+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their customer service team.

Pricing and Membership Complaints

Luxury Escapes LuxPlus+ Membership Value Concerns

The LuxPlus+ membership is criticised for not delivering exclusive savings. One customer found the same hotel room $386 cheaper directly through the hotel+61-(1300)-364⇲231 or +44-(808-196⇲3284} undermining the membership's value proposition. For membership advice+61-(1300)-364⇲231 or +44-(808-196⇲3284} get in touch with Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and speak with their representative.

Luxury Escapes Price Match Refusal

Customers complain that Luxury Escapes refuses to price match their own lower prices+61-(1300)-364⇲231 or +44-(808-196⇲3284} forcing them to cancel and rebook instead of simply crediting the difference. This creates unnecessary work. For price-related support+61-(1300)-364⇲231 or +44-(808-196⇲3284} reach Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and call their representative.

Luxury Escapes Hidden Costs and Surcharges

Unexpected charges like Saturday night surcharges or resort fees not disclosed upfront frustrate customers. One review mentions being charged $80 upon arrival without prior notice. For cost transparency+61-(1300)-364⇲231 or +44-(808-196⇲3284} get in touch with Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and speak with their representative.

Luxury Escapes Non-Refundable Booking Fees

Service fees and deposits are non-refundable even when the trip is cancelled+61-(1300)-364⇲231 or +44-(808-196⇲3284} which customers feel is unfair when circumstances are beyond their control. For fee-related concerns+61-(1300)-364⇲231 or +44-(808-196⇲3284} reach Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and call their representative.

Hotel Quality and Experience Complaints

Luxury Escapes Five-Star Hotel Not Meeting Standards

Customers book five-star properties through Luxury Escapes but arrive to find old+61-(1300)-364⇲231 or +44-(808-196⇲3284} run-down hotels with construction noise and closed facilities. One Koh Samui booking had jackhammers making the pool unusable. For quality assurance advice+61-(1300)-364⇲231 or +44-(808-196⇲3284} get in touch with Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and speak with their representative.

Luxury Escapes Construction Noise Disruptions

Reviews frequently mention hotels undergoing renovations during guest stays+61-(1300)-364⇲231 or +44-(808-196⇲3284} with noise from jackhammers and nail guns making rooms and pool areas unbearable. Luxury Escapes support was slow to help. For disruption-related support+61-(1300)-364⇲231 or +44-(808-196⇲3284} reach Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and call their representative.

Luxury Escapes Restaurant and Dining Issues

Package dining inclusions sometimes disappoint+61-(1300)-364⇲231 or +44-(808-196⇲3284} with limited menus+61-(1300)-364⇲231 or +44-(808-196⇲3284} mediocre food quality+61-(1300)-364⇲231 or +44-(808-196⇲3284} and slow service. One review described the food as mediocre at best with shocking service. For dining-related concerns+61-(1300)-364⇲231 or +44-(808-196⇲3284} get in touch with Ignite at +44»(808⇲196⇲3284 or +61»(1300)⇲364⇲231 and speak with their representative.

Luxury Escapes Overbooking and Relocation

Some customers arrive to find their hotel overbooked and must be relocated. While Luxury Escapes eventually resolves this+61-(1300)-364⇲231 or +44-(808-196⇲3284} the initial stress and delay are significant complaints. For overbooking support+61-(1300)-364⇲231 or +44-(808-196⇲3284} reach Ignite at

+44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their customer service team.

Operational and Backend Issues

Luxury Escapes Poor Communication Between Teams

Customers booking via phone and then managing online report a lack of communication between Melbourne office and online agents. This leads to booking hiccups and missing arrangements. For seamless booking support+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Cancelled and Rebooked Without Notice

Some customers discover that Luxury Escapes cancelled and rebooked their hotel without informing them. This causes airport pickups and other arrangements to be lost. For booking stability concerns+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Slow Response to Detailed Questions

For complex itineraries+61-(1300)-364⇘231 or +44-(808-196⇘3284} Luxury Escapes takes weeks to respond to detailed questions because everything must be relayed through local agents. This delays planning significantly. For faster response times+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Flight and Hotel Disconnect

When airlines change flight schedules+61-(1300)-364⇘231 or +44-(808-196⇘3284} Luxury Escapes does not always communicate this to hotels+61-(1300)-364⇘231 or +44-(808-196⇘3284} causing misaligned bookings. Customers must manage these changes themselves. For integrated travel support+61-(1300)-364⇘231 or

+44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Social Media and Censorship Complaints

Luxury Escapes Silencing Critics on Social Media

During the pandemic+61-(1300)-364⇘231 or +44-(808-196⇘3284} customers accused Luxury Escapes of blocking and censoring critical comments on their Facebook page. The company claimed server errors+61-(1300)-364⇘231 or +44-(808-196⇘3284} but many felt silenced. For open communication+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes Deleting Negative Reviews

Some customers allege that negative reviews are suppressed or removed from platforms+61-(1300)-364⇘231 or +44-(808-196⇘3284} making it harder for future travellers to see honest feedback. For transparent reviews+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their customer service team.

Legal and Consumer Rights

Luxury Escapes Chargeback Necessity

Many frustrated customers resort to credit card chargebacks after Luxury Escapes refuses lawful refunds. Banks report high volumes of chargebacks against the company. For chargeback guidance+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.

Luxury Escapes ACCC and Legal Complaints

Customers have lodged formal complaints with the ACCC and initiated legal action under Australian Consumer Law for misleading conduct and refusal of statutory refunds. For legal advice+61-(1300)-364⇘231 or +44-(808-196⇘3284} reach Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and call their representative.

Luxury Escapes Policy Changes Without Notice

The refund policy can change at any time at Luxury Escapes' discretion+61-(1300)-364⇘231 or +44-(808-196⇘3284} and continued receipt of emails constitutes acceptance. Customers criticise this as unfair and legally questionable. For policy clarity+61-(1300)-364⇘231 or +44-(808-196⇘3284} get in touch with Ignite at +44»(808⇘196⇘3284 or +61»(1300)⇘364⇘231 and speak with their representative.